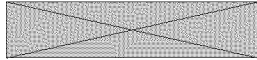**To:** dcarroll@usatoday.com[dcarroll@usatoday.com]
From: postmaster@Gannett.onmicrosoft.com
Sent: Thur 8/13/2015 1:18:36 PM
Subject: Undeliverable: 11:20 AM MDT : EPA Administrator Gina McCarthy Holding Media Availability in Farmington, NM

11:20 AM MDT : EPA Administrator Gina McCarthy Holding Media Availability in Farmington, NM

Your message to dcarroll@usatoday.com couldn't be delivered.

dcarroll wasn't found at usatoday.com

Purchia.Liz	**Office 365**	**dcarroll**
Action Required	Recipient	

Unknown TO address

How to Fix It

The address may be misspelled or may not exist. Try the following:

- **Retype the email address then resend the message.**
- **Clear the recipient nickname cache in Outlook or Outlook Web App by following the steps in this article: NDR Response Code 5.1.10 in Exchange Online and Office 365.**
- **Contact the recipient (by phone or instant messaging, for example) to check that the address is correct.**
- **The recipient may have set up mail forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.**

If the problem continues, forward this message to your email admin.

Was this helpful? Send feedback.

More Info for Email Admins

This error occurs because the sender sent a message to someone whose mailbox is hosted by Office 365 but the email address is incorrect or doesn't exist. The error is reported by the recipient's email system, but most often it must be fixed by the person who sent it.

A common example of when this can happen is when the recipient changes their email address but the sender picks the person from their recipient nickname list in Outlook or Outlook Web App. The nickname cache doesn't yet know about the new e-mail address - it has stored the out-of-date email address information -- so when the message is sent the wrong address is used, even though the sender chose the right recipient.

Another example is if the recipient is an Office 365 user but a license is not assigned to the user. In the Office 365 Admin Center check that the user has a valid license assigned to it.

Sometimes it needs to be fixed by the recipient or the recipient's email admin, for example, when the recipient has created a mail forwarding rule to an incorrect address, or if there's a problem with their email address directory. If the sender is using the correct recipient address, and it's still not working, send a test message from another user mailbox to see if it's an issue unique to this sender. If you reproduce the problem sending from another user account, ask the recipient or the recipient's email admin to confirm that the recipient address exists, is correct, and is working. Suggest they check for misbehaving forwarding rules or possible email address directory issues (such as directory synchronization issues).

For more information, see NDR Response Code 5.1.10 in Exchange Online and Office 365.

Original Message Details

Created Date:	8/13/2015 1:18:32 PM
Sender Address:	Purchia.Liz@epa.gov
Recipient Address:	dcarroll@usatoday.com
Subject:	11:20 AM MDT : EPA Administrator Gina McCarthy Holding Media Availability in Farmington, NM

Error Details

Reported error:	*RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup*
DSN generated by:	BLUPR01MB423.prod.exchangelabs.com

Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	8/13/2015 1:18:32 PM	BY1PR09MB0454.namprd09.pro	BY1PR09MB0454.namprd09.prod.outlook.com	hap	*
2	8/13/2015 1:18:32 PM	BY1PR09MB0454.namprd09.pro	BY1PR09MB0455.namprd09.pro	Microsoft SMTP Server (TLS)	*
3	8/13/2015 1:18:35 PM	na01-bn1-obe.outbound.protection.outlook.com	BN1BFFO11FD051.mail.protection.outlook.com	Microsoft SMTP Server (TLS)	3 sec
4	8/13/2015 1:18:35 PM	BN1BFFO11FD051.protection.gbl	BL2PR01CA0012.outlook.office365.com	Microsoft SMTP Server (TLS)	*
5	8/13/2015 1:18:35 PM	BL2PR01CA0012.prod.exchangelabs.com	BLUPR01MB423.prod.exchangelabs.com	Microsoft SMTP Server (TLS)	*

Original Message Headers

Received: from BL2PR01CA0012.prod.exchangelabs.com (10.141.66.12) by
 BLUPR01MB423.prod.exchangelabs.com (10.141.77.20) with Microsoft SMTP Server
 (TLS) id 15.1.231.21; Thu, 13 Aug 2015 13:18:35 +0000
Received: from BN1BFFO11FD051.protection.gbl (2a01:111:f400:7c10::1:151) by
 BL2PR01CA0012.outlook.office365.com (2a01:111:e400:c1b::12) with Microsoft
 SMTP Server (TLS) id 15.1.231.21 via Frontend Transport; Thu, 13 Aug 2015
 13:18:35 +0000
Authentication-Results: spf=none (sender IP is 157.56.110.146)
 smtp.mailfrom=epa.gov; usatoday.com; dkim=none (message not signed)
 header.d=none;usatoday.com; dmarc=none action=none header.from=epa.gov;
Received-SPF: None (protection.outlook.com: epa.gov does not designate
 permitted sender hosts)
Received: from na01-bn1-obe.outbound.protection.outlook.com (157.56.110.146)
 by BN1BFFO11FD051.mail.protection.outlook.com (10.58.145.6) with Microsoft
 SMTP Server (TLS) id 15.1.243.9 via Frontend Transport; Thu, 13 Aug 2015
 13:18:35 +0000
Received: from BY1PR09MB0454.namprd09.prod.outlook.com (10.160.109.24) by
 BY1PR09MB0455.namprd09.prod.outlook.com (10.160.109.25) with Microsoft SMTP
 Server (TLS) id 15.1.231.21; Thu, 13 Aug 2015 13:18:32 +0000
Received: from BY1PR09MB0454.namprd09.prod.outlook.com ([10.160.109.24]) by
 BY1PR09MB0454.namprd09.prod.outlook.com ([10.160.109.24]) with mapi id
 15.01.0231.021; Thu, 13 Aug 2015 13:18:32 +0000
From: "Purchia, Liz" <Purchia.Liz@epa.gov>
To: "Purchia, Liz" <Purchia.Liz@epa.gov>
Subject: 11:20 AM MDT : EPA Administrator Gina McCarthy Holding Media
 Availability in Farmington, NM
Thread-Topic: 11:20 AM MDT : EPA Administrator Gina McCarthy Holding Media
 Availability in Farmington, NM
Thread-Index: AdDVymGqiEvo/Me0SsGfj/9h2UXC9g==
Date: Thu, 13 Aug 2015 13:18:32 +0000
Message-ID:
<BY1PR09MB04547CED533740269FB858B4FB7D0@BY1PR09MB0454.namprd09.prod.outlook.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach:
X-MS-TNEF-Correlator:
authentication-results: spf=none (sender IP is)
 smtp.mailfrom=Purchia.Liz@epa.gov;
x-originating-ip: [134.67.6.11]
X-Microsoft-Exchange-Diagnostics-untrusted:
1;BY1PR09MB0455;5:ZLATDCEuBqnFpzv2qvPyakg3lagyS9yCRNU+APBxFNfFJvntZWxR/rMPQqpD/IpYu/Yl22+R
x-microsoft-antispam:
        UriScan:;BCL:0;PCL:0;RULEID:;SRVR:BY1PR09MB0455;UriScan:;BCL:0;PCL:0;RULEID:;SRV
x-microsoft-antispam-prvs:
<BY1PR09MB045507E30F5B42C1A43B8500FB7D0@BY1PR09MB0455.namprd09.prod.outlook.com>
x-exchange-antispam-report-test:
        UriScan:(108003899814671);UriScan:(108003899814671);
x-exchange-antispam-report-cfa-test:
        BCL:0;PCL:0;RULEID:(601004)(5005006)(3002001);SRVR:BY1PR09MB0455;BCL:0;PCL:0;RUL
x-forefront-prvs: 0667289FF8
X-Forefront-Antispam-Report-Untrusted:
SFV:NSPM;SFS:(10019020)(6029001)(189002)(377454003)(124975003)(199003)(107886002)(50019601
received-spf: None (protection.outlook.com: epa.gov does not designate
 permitted sender hosts)
Content-Type: multipart/alternative;
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MIME-Version: 1.0

X-MS-Exchange-Transport-CrossTenantHeadersStamped: BY1PR09MB0455
Return-Path: Purchia.Liz@epa.gov
X-EOPAttributedMessage: 0
X-MS-Exchange-Transport-CrossTenantHeadersStripped:
BN1BFFO11FD051.protection.gbl
X-MS-Exchange-Transport-CrossTenantHeadersPromoted:
BN1BFFO11FD051.protection.gbl
X-Microsoft-Exchange-Diagnostics:
1;BN1BFFO11FD051;1:45CFzVz4jXXcuIpkNGGpDxWZsk5Tj10TI914Iv4u1qf8ISoy5uBUg1Fst9Na4yjzo0ENjsP
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bn1-obe.outbound.protection.outlook.com;FPR:;SPF:None;PTR:mail-
bn1on0146.outbound.protection.outlook.com;A:1;MX:1;LANG:en;
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        1;BLUPR01MB423;2:oGIkYHftisLk4pR1gMzO7/CZ3uWGdsnjjoD00bzJj001OFBV6qkufO/9F3ZYU0P
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X-Microsoft-Exchange-Diagnostics:
        1;BLUPR01MB423;5:VwSlKD73GgSAytwwshP8xXsvQLxG+qoGj4xJ91bRUDwsoisoBbVPJJs7UG3F75N
SpamDiagnosticOutput: 1:23
SpamDiagnosticMetadata: NSPM
X-MS-Exchange-CrossTenant-OriginalArrivalTime: 13 Aug 2015 13:18:35.0649
 (UTC)
X-MS-Exchange-CrossTenant-Id: bc924c8d-3e16-4e88-bf26-d7fcfb14f2d5
X-MS-Exchange-CrossTenant-FromEntityHeader: Internet
X-MS-Exchange-Transport-CrossTenantHeadersStamped: BLUPR01MB423